



Summary Report

Annual Survey 2020

Who responded?

We had 814 respondents to our annual survey. We conducted 31 events and heard from people face to face, online, and by post.



Age

Most respondents were aged between 65-79 (35%), 50-64 (29%), or 25-49 (22%).

Gender

The majority of respondents were female (68%). 26% of respondents were male.

Sexual orientation

Most respondents were heterosexual (67%). We also heard from people who identified as asexual, bisexual, gay or lesbian, and pansexual.

Ethnicity

Our respondents were mainly white British (81%). We also heard from people who identified themselves as Arab, Asian, Black, Caribbean, and Pakistani.

Disability

69% of people didn't consider themselves to have a disability while 21% did consider themselves to have a disability.

Carers

Most respondents did not consider themselves to be a carer (71%) - 20% did consider themselves to be a carer.

Location of respondents

The majority of respondents were from North Northumberland (352 people), followed by Tynedale (155 people), then Ashington and Blyth (149 people).

We also held focus groups with LGBT and youth groups, whose feedback has fed in to the priorities section of the report but whose demographic information was not collected.



How satisfied were people with health and social care services?

Health care

Most people (75%) were satisfied with the health services they had used in the last year and most felt that the quality of health services had stayed the same (54%).

Social care

Most respondents had not used social care services in the last 12 months (75%). 15% of respondents were satisfied with social care services, and 12% of respondents thought social care services had stayed the same.

Access to services vs quality of care

73% of respondents were satisfied with the quality of care they had received, with 9% saying they were dissatisfied. Just over a quarter of respondents found it difficult to access services (26%), with 49% reporting they had found it easy to access services.

“It is difficult to navigate the social care system for someone new to needing help in the home - more transparent pathways are needed.”

What did people say is important to them?

“Since I last tried to get an appointment at my GPs the service seems to have greatly improved”

“GP and practice nurse don’t allocate enough time for people with hearing loss.”



Service	No. of votes	Summary of responses
GP services	306	High satisfaction rating – of those that used this service 72% were satisfied (527 people). Issues mentioned were access related, e.g. waiting times and getting an appointment. Non-specific about which GP used. Lots of comments but also lots of use.
Mental Health	260	High dissatisfaction rating among those who used services; 79 people were dissatisfied with mental health services (54%). This was the only time more people said they were dissatisfied than satisfied with a service. Wide-ranging issues reported. Please see summary report on mental health for more information (available on our website).
Ambulance	229	High satisfaction rating – of those that used this service 80% were satisfied (155 people). People reported long waiting times as the main issue.
Emergency care	155	High satisfaction rating – of those that used services 75% were satisfied (98 people). People reported long waiting times as the main issue with this service.
Hospital	135	High satisfaction rating – of those that used services 75% were satisfied (331 people). The hospital most people wanted to prioritise was Berwick Infirmary (107 people) and the department most people wanted to prioritise was Emergency Care (60). People mentioned the long distance travelled from north and west of the county to access 24 hour emergency care in central Northumberland, and asked for more localised services.
Urgent care	112	High satisfaction rating – of those that used the service 80% were satisfied (207 people). People mentioned the long distance from Berwick and Hexham to access 24 hour urgent care.

Service	No. of votes	Summary of responses
Care at home	107	Top priority social care service chosen by respondents - most people responding had not used social care services in the last 12 months (75% of respondents) so this is relatively significant. Issues mentioned include difficulty navigating and communicating with care at home services.
Dementia	90	Issues mentioned included a need for more frequent communication between patients/carers and staff, and more information and awareness around dementia.
Community based services	83	Respondents told us of a need to raise awareness about what community based services are available in local areas.
Children and Young People's Services	76	Issues mentioned included long waiting times and difficulty navigating the service.

Other services

NHS 111

This came fifth as a service people said they were dissatisfied with (46 people). All other services also appeared as a top service people were satisfied with, apart from mental health. People mentioned communication issues with, and a need to raise awareness of, the NHS 111 service.

Social care

Most respondents had not used social care services in the last 12 months (75%). 15% of respondents were satisfied with social care services, and 12% of respondents told us they thought that social care services had stayed the same.

Access to services vs quality of care

73% of respondents were satisfied with the quality of care they had received, with 9% saying they were dissatisfied. Just over a quarter of respondents found it difficult to access services (26%), with 49% reporting they had found it easy to access services.



Contact Us

Healthwatch Northumberland
Adapt (NE), Burn Lane, Hexham,
Northumberland NE46 3HN
03332 408468
info@healthwatchnorthumberland.co.uk
healthwatchnorthumberland.co.uk
Facebook: @healthwatchnorthumberland
Twitter: @HWNland